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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/825,645	04/15/2004	Chad Vos	FINL-012/00US	8422

22903 7590 07/17/2007
COOLEY GODWARD KRONISH LLP
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EXAMINER

HASHEM, LISA

ART UNIT	PAPER NUMBER
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2614

MAIL DATE	DELIVERY MODE
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07/17/2007

PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No.		Applicant(s)	
	10/825,645		VOS ET AL.	
	Examiner		Art Unit	
	Lisa Hashem		2614	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 15 April 2004.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-17 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-17 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 15 April 2004 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|---|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| 3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08)
Paper No(s)/Mail Date <u>2-9-06;4-15-04</u> . | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

Claim Rejections - 35 USC § 112

1. The following is a quotation of the second paragraph of 35 U.S.C. 112:

The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter which the applicant regards as his invention.

2. Claims 11 and 12 recite the limitation "the analysis engine". There is insufficient antecedent basis for this limitation in the claim.

Claim Rejections - 35 USC § 102

3. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(b) the invention was patented or described in a printed publication in this or a foreign country or in public use or on sale in this country, more than one year prior to the date of application for patent in the United States.

4. Claims 1-17 are rejected under 35 U.S.C. 102(b) as being anticipated by U.S. Pat. Appl. Publ. 2002/0106070 by Elsey et al, hereinafter Elsey.

Regarding claim 1, Elsey discloses a system (Fig. 1) for processing user inquiries (see Abstract), the system comprising:

a global knowledge database (Fig. 1, 26) including a plurality of responses corresponding to a plurality of user inquiries (section 0032);

a first response system (Fig. 1: 18, 20) in communication with the global knowledge database, the first response system configured to provide a first response to a first user inquiry using a response included in the global knowledge database, the first response system being of a first type of response system (section 0028-0029; 0032);

a second response system (Fig. 1, 30) in communication with the global knowledge database, the

Art Unit: 2614

first response system configured to provide a second response to a second user inquiry using a response included in the global knowledge database (section 0005; 0032), the second response system being of a second type of response system (section 0030-0031);
an analysis database (Fig. 1, 43) configured to store indications of responses provided by the first response system and the second response system (section 0033-0034); and
a report generator (Fig. 3, 334) configured to generate a report using the stored indications of the response provided by the first response system and the second response system (section 0039).

Regarding claim 2, see section: 0029; 0032.

Regarding claim 3, see section: 0029; 0032.

Regarding claim 4, see section: 0031; 0033.

Regarding claim 5, see section: 0029; 0032-0033.

Regarding claim 6, see section: 0025; 0029-0032.

Regarding claim 7, see section: 0025; 0029-0032.

Regarding claim 8, see section 0029-0033.

Regarding claim 9, see sections: 0029-0033.

Regarding claim 10, see claims 2 and 4 above.

Regarding claim 11, see section 0039.

Regarding claim 12, see section: 0033.

Regarding claim 13, Elsey discloses a method for managing user inquiries (see Abstract),
the method comprising:

receiving an inquiry from a user (section 0026; 0028);

retrieving a response to the user inquiry from a global knowledge system (Fig. 1, 26; section

Art Unit: 2614

0032);

providing the response to the user with a response system (Fig. 1: 18, 20; section 0032);

storing an indication of the response in an analysis database;

storing an indication of the response system in the analysis database (Fig. 1, 43; sections: 0033-0034; 0039); and

generating a report using the indication of the response and the indication of the response system (section 0039).

Regarding claim 14, see section 0039.

Regarding claim 15, see sections: 0039-0049.

Regarding claim 16, see section: 0033.

Regarding claim 17, Elsey discloses a system (Fig. 1) for processing user inquiries (see Abstract), the system comprising:

a first response system (Fig. 1: 18, 20) configured to provide a first response to a first user inquiry, the first response system being a first type of response system (section 0028-0029; 0032);

a second response system (Fig. 1, 30) configured to provide a second response to a second user inquiry, the second response system being a second type of response system (section 0030-0031);

a global knowledge database (Fig. 1, 26) configured to communicate with the first response system and the second response system (section 0032);

an analysis database (Fig. 1, 43) configured to store indications of responses provided by the first response system and the second response system (section 0033-0034); and

Art Unit: 2614

a report generator (Fig. 3, 334) configured to generate a report using the stored indications of the response provided by the first response system and the second response system (section 0039).

Conclusion

5. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. See PTO-892 Form.

6. Any response to this action should be mailed to:

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Or faxed to:

(571) 273-8300 (for formal communications intended for entry)

Or call:

(571) 272-2600 (for customer service assistance)

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Lisa Hashem whose telephone number is (571) 272-7542. The examiner can normally be reached on M-F 8:30-5:30.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Fan Tsang can be reached on (571) 272-7547. Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the Group receptionist whose telephone number is (571) 272-2600.

Art Unit: 2614

7. Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Gerald G. Smith
Primary Exam.
Art Unit 2614

lh
July 8, 2007